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COMMUNITY AND SENIOR-SERVICES OF LOS ANGELES COUNTY

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"To Enrich Lives Through Effective And Caring Service"

BOARD OF SUPERVISORS

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October 31, 2006

The Honorable Board of Supervisors
County of Los Angeles
383 Kenneth Hahn Hall of Administration
500 West Temple Street
Los Angeles, CA 90012

Dear Supervisors:

LOS ANGELES COUNTY AREA AGENCY ON AGING FISCAL YEAR 2005-06 AREA PLAN YEAR-END REPORT (ALL SUPERVISORIAL DISTRICTS) (3 VOTES)

IT IS RECOMMENDED THAT YOUR BOARD:

1. Approve the Fiscal Year (FY) 2005-06 Planning and Service Area Plan Year-End Report (Attachment A).
2. Authorize the Director of Community and Senior Services (CSS), or designee, to sign the Letter of Transmittal (Attachment B) on behalf of the Mayor of the Board and submit the plan to the California Department of Aging (CDA).

PURPOSE/JUSTIFICATION OF RECOMMENDED ACTION

The recommended actions are necessary for the department to submit the FY 2005-06 Area Plan Year-End to the CDA for approval. CDA approval of the Area Plan Year-End Report is a required condition of the State's agreement with the Area Agency on Aging (AAA).

The year-end report reflects a coordinated services system under the jurisdiction of the department for functionally impaired adults and older adults and describes needs and agency goals and objectives.

Implementation of Strategic Plan Goals

The reported actions support the Countywide Strategic Plan Goals of Service Excellence, Organizational Effectiveness, and Fiscal Responsibility.

Performance Measures

All agencies contracting with the department are required to develop benchmark criteria for each of their performance standards. The department will assess the agencies' performance during each monitoring visit.

FISCAL IMPACT/FINANCING

The contracted nutrition and supportive services programs described in the update are financed by the federal Older Americans Act (OAA), State, and local funds.

FACTS AND PROVISIONS/LEGAL REQUIREMENTS

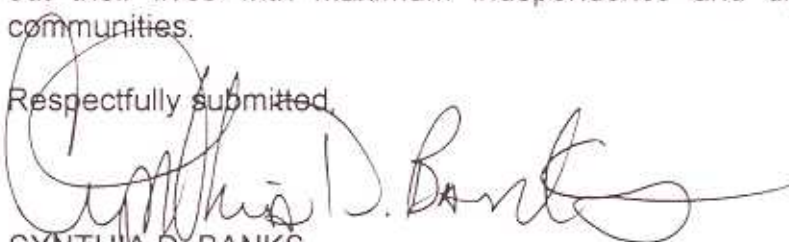
The AAA Advisory Council had the opportunity to participate in the planning process and review and comment on this document.

The CAO has reviewed and concurs with the recommended actions. County Counsel reviewed and approved Attachment A.

IMPACT ON CURRENT SERVICES

Approval of the FY 2005-06 Area Plan Year-End Report will enable the AAA to continue with its home- and community-based long-term care initiatives and programs. These programs provide opportunities for functionally impaired adults and older adults to live out their lives with maximum independence and dignity in their own homes and communities.

Respectfully submitted,



CYNTHIA D. BANKS
Director

Attachments (2)

c: David E. Janssen
Raymond G. Fortner, Jr.
J. Tyler McCauley

Fiscal Year 2005-06: Year-End Report

2005-09 AREA PLAN

Future-Focused Leadership: Building and Reinventing

maximizing independence, dignity, and choice through a continuum of care



Purpose of this Report

The purpose of the Year-End Report is to provide a retrospective account of progress made toward the specified goals and objectives, described in the Area Plan, during the preceding year. The Year-End Report provides a performance report for the community and the California Department of Aging, which the latter uses when reporting to federal and State officials on Area Agencies on Aging activities, achievements, and significant barriers to local goals. The Year-End report reaffirms the important role of the Area Agency on Aging as the advocate, planner, and administrator of programs for seniors and their caregivers, and adults with disabilities in the local Planning Service Area (PSA).

The intent of the Year-End Report is to inform the public about: (1) the AAA's key activities during the previous year; (2) significant achievements during the preceding year; and (3) the difficulties the AAA has encountered in executing its charge. Significant findings from the Year-End Report must be considered when the next Area Plan annual update is prepared.

Ideas in Anticipation of the Rapid Growth in the Aging Population

The anticipation of inevitable growth in the older adult population due to the aging "baby-boomer" generation involves a number of challenges in meeting exponentially greater service need over a twenty year period. The number of older adults in poverty will increase, and the Area Agency on Aging (AAA) will prioritize underprivileged older adults in facilitating service access, information, outreach, and facilitation going forward. Hurdles and barriers exist across the matrix of public and private sector services and funding, which must be overcome in order to provide adequate care to the frail elderly. In medical healthcare, public sector funding, like MediCal, does not integrate with commercial insurance, such as Aetna and United Health. Rules differ in terms of utilization parameters, compliance monitoring, claims processing, documentation, reporting, and there is no inherent coordination between public sector and commercial benefit plans. Therefore, third party payor systems do not foster service collaboration. At the provider level, there is a long history of poor coordination among the care providers within the same service category, such as medicine. Primary medical care does not synchronize with specialized medical care. The issues among payor systems, the provision of service by care category, and coordination across public sector departments are extremely complex matters, with procedural, regulatory, historical, and structural factors that would require a massive, fundamental rework to effect real change. Whatever solution is used at a local level can only represent an approximation, because the drive for core change in how care systems interface does not exist.

At the county Area Agency on Aging (AAA) level, taskforces where issues bring together different departments present opportunities to cross-pollinate lines of communication, and where appropriate, the AAA should participate. Networking increases communication channels through divergent departments. In addition, meeting with key program staff in other departments offers a window of opportunity for information exchange about available programs and proposing collaborative alternatives. Continuing to develop outreach and information for consumer self-determination in regard to what's available throughout the county, along with access support, increases self-agency through informed decision making.

In the more immediate future, ensuring the usability of available information and assistance for elderly and disabled consumers in regard to service systems and how to avail, and providing aide in doing so *is* preliminary service integration. In addition, it is critical to have resource information available for elderly-disabled self-determination. Website information, brochures and contractor outreach are key methods of increasing consumer empowerment.

Significant Accomplishments and Year-End Summary

A major achievement of AAA in FY 2005-06 was the completion of the Long Term Care Coordinating Council work. This committee of multi public sector departments, non-profits, university representatives, consumers, and AAA staff developed a compendium of vital information and assistance reports for the frail elderly and adults with disabilities that will aid the coordination, planning and facilitation of available services. In addition, strategies for care provision over the long term were developed, which lays the foundation for developing and refining collaborative efforts to assist older adults in Los Angeles County. The wealth of developed options is substantial and will be a key reference for AAA goals and objectives.

The Department of Community and Senior Services (DCSS) has been conducting a massive, positive organizational change that impacts all branches and divisions within the department, including the Area Agency on Aging (AAA). The purpose is to establish capacity for much greater accountability and efficiency the critical functions of finance, contracts and compliance under the departments' charge. The reconfiguration occurred during a budget deficit, and the requisite changes did involve shifting positions from AAA planning and program to Contracts, Compliance, and Fiscal. However, a number of contract, compliance, and fiscal activities previously addressed by those very staff also shifted as well. Further, administration of Service/Senior Centers was transferred from AAA to the new Community and Senior Centers division of the Workforce and Community Services Branch. DCSS is monitoring and assessing AAA functions, not only in light of the change process, but also in terms of planning, programming, and administration operational in the future.

The County of Los Angeles Department of Community and Senior Services and the Area Agency on Aging (AAA) division within implemented a key, back-to-basics initiative in FY 2005-06. The result is an emphasis on mandated over elective activities, which dovetail with the department's reconfiguration. The critical focus of this effort is to ensure excellence in meeting and exceeding required objectives and tasks with available resources. Adding-on desirable tasks can have the effect of diluting the achievement of compliance, and obfuscating baseline program and planning needs. So much of the Department's work is contractual, the centralization of contracts management, compliance and fiscal functions embody key steps towards achieving efficiency and ensuring adherence to mandated standards. The Area Plan has been refined, focusing on achievable program goals that best serve older adults and adults with disabilities. Finally, the AAA is progressing toward establishing a structural baseline of duties, tasks, and best allocation of resource options post-departmental reconfiguration.

The Status of Goals and Objectives

The purpose of this section is to discuss the status of the Area Plan goals and objectives for the preceding year; completed, remain incomplete, were deleted, and/or where change was necessary. This section also addresses circumstances that affected progress toward achieving specific goals, resulting in revised objectives. The result of achieving objectives is described. Title III B elements are noted in this review.

Goal #1: Innovation and Growth. Mobilize change through strategic awareness, alignment and readiness, Area Plan 2005-2009.

Goal Status: Changed. During the yearly review of the Area Plan, the Area Agency on Aging (AAA) decided that goal #1 necessitated change. This decision was the result of contrasting the stated goal with the Older Americans Act and from consultation with the California Department of Aging (CDA). As a result, the goal has been modified as follows:

"Mobilize change through increasing information and assistance capacity." The modified goal was approved by CDA per review of the yearly Area Plan Update that was submitted in June of 2006. Nonetheless, the rationale for goal #1 remains: "Prepare for the anticipated demand in services due to the dramatic growth in the County's aging and disabled adult population." Progress in meeting goal #1 is reflected by the status of its objectives, discussed below.

Goal #1: Objectives

1.1 Objective Work with County and community leaders to identify possible program waivers that would increase federal and state funding for long-term

care programs (e.g., Title XIX – Medicaid); partners include In-Home Supportive Services (IHSS), and Public Authority. (Long Term Care Strategic Plan ((LTCSP)), 2003-06).

Status: Deleted

This objective was listed as a Title IIIB funded program development (PD) activity in the 2005-09 Area Plan (Area Plan). No formal agreement was reached among the noted agencies in order to proceed with the work. In addition, evidence to support the likelihood of achieving program waivers did not support the activity.

- 1.2 Pursue new revenue to support an Office of Senior and Disability Health Services within the Department of Health Services (DHS) to provide leadership in coordinating the delivery of countywide long-term care health-related services (including the promotion of health and disease prevention) for older adults and adults with disabilities; partners include DHS, In-Home Support Services, and Public Authority. (LTCSP, 2003-06).

Status: Deleted

This objective was listed as a Title IIIB funded program development (PD) activity in the 2005-09 Area Plan. No formal relationship between the noted agencies in regard to this matter was established, and therefore the foundation upon which work could be developed was absent. Reportedly, the Department of Health Services is creating an Office of Senior and Disability Health Services; however, it is being created independently of the Area Agency on Aging (AAA).

- 1.3 Coordinate with Department of Human Resources (DHR) to develop and implement a program within the Los Angeles County government workforce to assess County employee caregiver needs and link with caregiver services; partners include DHR, the Los Angeles Caregivers Resource Center, and City Area Agency on Aging. (LTCSP, 2003-06).

Status: Deleted

Upon review of this objective with the California Department of Aging, said partnerships had not been established to support the development of this activity. Further pursuit of said objective would involve extending staffing assets beyond capacity and mandated requirements. This objective was listed as a Title IIIB funded coordination (c) activity in the 2005-09 Area Plan.

- 1.4 Work with major County programs (e.g., Integrated Care Management, Adult Protective Services, In-Home Supportive Services) to enhance the delivery of care management and integrated service delivery by identifying opportunities (e.g., Multidisciplinary Team sessions) and resources (including training) for care managers and social workers; partners include Adult Protective

Services, Department of Mental Health, In-Home Supportive Services, and Integrated Care Management Contractors. (LTCSP, 2003-06)

Status: Deleted

This objective was listed as a Title IIIB funded program development (PD) activity in the 2005-09 Area Plan. No formal agreement was reached among the noted agencies in order to proceed with this objective. Also, due to the organizational change throughout the Department of Community and Senior Services, the capacity of Area Agency on Aging programmatic staff cannot pursue developing this non-mandated activity.

- 1.5 Coordinate with Department of Mental Health (DMH) to develop and implement a program to train long-term care service providers, county agencies, and countywide judicial staff on age-and-cultural competencies in ageism, depression, dementia, suicide, substance abuse, ableism and other issues in order to meet the specialized mental health needs of older adults and adults with disabilities; partners include DMH, and County and City Area Agencies on Aging. (LTCSP, 2003-06).

Status: Deleted

This objective was listed as a Title IIIB funded coordination (C) activity in the 2005-09 Area Plan. The target and purpose of this objective were unclear upon review with the California Department of Aging, and benefit to consumers not supported by literature/research review.

- 1.6 Provide training and resources to nutrition service providers on enhancements to Home Delivered Meal screening, such as falls prevention risk assessment, depression screening, and diabetes care.

Status: Changed

The format of this objective was unfocused. One subcomponent, depression screening, involved tasks that would exceed nutrition provider training and certification. The revision is a clarification of what the objective is targeting, and provides measurement of outcome. The objective was changed to: (a) Nature of the action: Ensure Nutrition Project Directors and staff are up-to-date on the latest skill sets in falls prevention; (b) How the action will be accomplished: In FY 2007-2008, Enhance Dietitians will train Nutrition Project Directors and staff on falls prevention; latest skill sets and practices; (c) Anticipated outcome: Nutrition Project Directors and staff will be capable of applying updated falls prevention techniques in their work; (d) Measurement of outcome: Pre- and post-tests of training understanding with Nutrition Project Directors and staff. The timeline of the revised objective began on 07/01/2006 and is targeted for completion by 06/30/2008. This objective was not designated a Title IIIB program development or coordination activity (PD or C) in the 2005-09 Area Plan, nor another type of

main area. However, in the 2006 Area Plan Update, the objective was designated as a Title IIID activity.

- 1.7 Survey Information and Assistance workers (I&A) and care managers to determine training needs in the area of service to caregivers; development training program to meet training needs; and arrange for training to include information on approaches to assist caregivers to make long-term care choices.

Status: Changed

This objective was not designated in the 2005-09 Area Plan. It was subsequently designated as a Title IIIB funded program development (PD) activity in the 2006 Area Plan Update. The objective was revised in order to clarify what the objective is targeting and to establish a measurement of outcome. The objective was changed to: (a) Nature of the action: Ensure ease and breadth of Information and Assistance (I&A) services operationally; (b) How the action will be accomplished: Survey I&A workers on information and assistance resource and systems adequacy used to respond to consumer inquiries; identify gaps, develop and implement remedial solutions; (c) Anticipated outcome: Improvement of I&A service operations; (d) Measurement of outcome: Follow-up survey of I&A workers to confirm that gaps have been eliminated and better efficiency realized. The modified objective began on 07/01/2006 and is scheduled for completion by 06/30/2008.

Goal #2: Customer Value. Optimize the quality of life through service excellence and customer satisfaction.

Goal Status: Changed. The Area Agency on Aging revised goal #2 to better align with the mission of the Area Agency on Aging (AAA). It was changed to: Increase capacity of adults with disabilities and older adults to maintain their independent living status through self-directed care, information, and assistance. Nonetheless, the rationale for goal #2 remains, "Prepare for the anticipated demand in services due to the dramatic growth in the County's aging and disabled adult population." Progress in meeting goal #2 is reflected by the status of its objectives, discussed below.

- 2.1 Identify opportunities for older adults and adults with disabilities to enhance self-directed care; partners include the Public Authority, In-Home Supportive Services, and Integrated Care Management Contractors (LTCSP, 2003-06).

Status: Deleted

This objective was not designated a Title IIIB program development or coordination activity (PD or C) in the 2005-09 Area Plan, nor another type of main area. Given the decision to delete, subsequent designation in the 2006

Area Plan Update was not established. The target and purpose of this objective were unclear, and programmatic staffing insufficient to carryout this non-mandated activity.

- 2.2 Establish standards for service delivery and accountability (including customer satisfaction) that are client-centered and built on informal care in the context of families; partners include the Public Authority, In-Home Supportive Services, and Integrated Care Management Contractors. (LTCSP, 2003-06).

Status: Deleted

This objective was not designated a Title IIIB program development or coordination activity (PD or C) in the 2005-09 Area Plan, nor another type of main area. Given the decision to delete, subsequent designation in the 2006 Area Plan Update was not established. The noted partnerships were not established, and reasoning to support the activity unclear.

- 2.3 Develop and implement countywide (unincorporated transportation areas) service quality standards to eliminate service deficiencies (including those in customer service, service delivery, vehicle maintenance, driver sensitivity); partners include the Department of Public Works and Beverly Foundation (LTCSP, 2003-06).

Status: Deleted

This objective was not designated a Title IIIB program development or coordination activity (PD or C) in the 2005-09 Area Plan, nor another type of main area. Given the decision to delete, subsequent designation in the 2006 Area Plan Update was not established. The partnerships were not established, and reasoning to support the activity was unclear.

- 2.4 Coordinate the development of an action plan to provide a variety of respite care options that are individualized to meet the needs of caregivers on a widely-available basis; partners include the Los Angeles Caregivers Resource Center, Department of Children and Family Services (DCFS), and Integrated Care Management Contractors (ICM). (LTCSP, 2003-06).

Status: Deleted

No partnership or agreement was established with DCFS, ICM Contractors, and the LA Caregivers Resource Center to conduct this objective. This objective was designated a Title IIIB funded coordination (C) activity in the Area Plan.

- 2.5 Implement a Families' Evaluation instrument throughout the Area Agency on Aging's eight Alzheimer's Day Care Resource Centers (ADCRC) to evaluate the benefits and impact of services on participants and their families/caregivers; analysis of findings will result in program improvements.

Status: Deleted

The Area Agency on Aging does not have administrative oversight of the ADCRC's. In addition, this is not a mandated objective and will not be part of the Community and Senior Centers division administrative oversight. This objective was not designated Title IIIB program development or coordination activity (PD or C) in the 2005-09 Area Plan, nor another type of main area. Given the decision to delete, subsequent designation in the 2006 Area Plan Update was not established.

- 2.6 Design and execute a Distinguished Congregate Meal Site Award (emphasizing customer service and hospitality) throughout the 100+ sites countywide; five sites will be selected. This objective was not designated a Title IIIB program development or coordination activity (PD or C) in the 2005-09 Area Plan, nor another type of main area.

Status: Changed

The rationale for change was to clarify the focus of the activity and establish outcome measurement. The objective was changed to: (a) Nature of the action: Acknowledge service provision excellence through at least five (5) Yearly Distinguished Congregate Meal Site Awards; (b) How the action will be accomplished: Provider applications for site awards at the beginning of the fiscal year, followed by Area Agency on Aging Nutrition Program onsite reviews to determine performance excellence, beginning each August until all nominees are reviewed; (c) Anticipated outcome: Reinforcement of positive provider behavior through commendation and award; (d) Measurement of outcome: Post award follow-up questions to determine impact of award on provider motivation toward service excellence. The start date was 07/01/06 and is scheduled for completion by 06/30/2009. The objective was designated a Title IIIC activity in the Area Plan Update.

- 2.7 Implement a Congregate Meal Site survey of participants to evaluate reasons for participation decrease; compare findings with survey of program directors; solutions will result in program improvements.

Status: Deleted

Programmatic staffing insufficient to focus on and carryout requirements of the activity. This objective was designated a Title IIIB funded program development (PD) activity in the 2005-09 Area Plan.

- 2.8 Expand legal services to the underserved Asian Pacific Islander populations through partnerships with Asian Pacific Islander Legal Services firms.

Status: Deleted

No partnership with Asian Pacific Islander Legal Services was established in this matter, and no evidence was shown to support developing said activity

for Asian Pacific Islanders versus other ethnic groups. This objective was designated a Title IIIB funded program development (PD) activity in the 2005-09 Area Plan.

- 2.9 Expand employer contacts for the Title V Program by collaborating with the Workforce Investment Board - Mature Worker Council in identifying employer leads and developing relationships with employer contacts.

Status: Changed

Modified to clarify and focus intent, and establish an outcome measurement. The objective was changed to: (a) Nature of the action: Develop employer cooperation with older adult employment; (b) How the action will be accomplished: In collaboration with the Workforce Investment Board - Mature Worker Council, identify and pursue employer leads for employing of older workers; (c) Anticipated outcome: 10% increase in employers willing-to-hire older adults; (d) Measurement of outcome: Will measure from 2005 baseline of employers willing-to-hire older adults. The start date of the modified objective 07/01/06 and is scheduled for completion by 06/30/2008. The objective was designated a Title V activity in the 2006 Area Plan Update, and had no designation in the 2005-09 Area Plan.

- 2.10 Coordinate with Key Asian Pacific Islander (API) community groups and the Health Insurance Counseling and Advocacy Program (HICAP) Program to identify viable outreach strategies to the API populations.

Status: Deleted

No partnership with HICAP established to support this project. In addition, benefit to the API community over countywide HICAP effort unexplained. The objective was designated a Title IIIB funded coordination (C) activity in the 2005-09 Area Plan.

- 2.11 Develop outcome measures for the Integrated Care Management Program (ICMP) to determine care management services impact on client's functioning and quality of life.

Status: Changed

The objective was clarified and measurement added. It was changed to: (a) Nature of the action: Establish measurement of ICMP process and utilization outcomes; (b) How the action will be accomplished: Reviews of provider documentation and their submission of information for conversion to measurement; (c) Anticipated outcome: Capacity to determine provider performance in accordance with program structure and objectives; establish utilization management system, both key to identifying opportunities for improvement; (d) Measurement of outcome: From thresholds or trigger points that evolve from the acquisition of baseline measurement. The start date of the modified objective was 07/01/2006 and is scheduled for

completion by 09/01/2008. This objective was not designated in the 2005-09 Area Plan. It was subsequently designated as a Title IIIB funded program development (PD) activity in the 2006 Area Plan Update.

- 2.12 Expand by 10% the ENHANCE Medication Management Project's pharmaceutical review at education clinics to include drug-drug interactions in addition to food-drug interactions.

Status: Changed

Modified to clarify the focus, method, and to measure outcome. The objective was changed to: (a) Nature of the action: Pilot training program for older adults on the potential danger of drug-to-drug interactions and how to address them; (b) How the action will be accomplished: ENHANCE Registered Dietitians will pilot trainings at four senior health promotion clinics; (c) Anticipated outcome: Increased older adult awareness of drug-to-drug interactions and how to manage them; (d) Measurement of outcome: Pre- and post tests of consumer understanding from the training sessions. The start date of the modified objective was 07/01/2006 and completion is scheduled for 06/30/2008. This objective was not designated as a Title IIIB program development or coordination activity (PD or C) in the 2005-09 Area Plan, nor another type of main area. It was designated a Title IIID activity in the 2006 Area Plan Update.

GOAL #3: Operational Excellence. Strengthen the infrastructure of home and community-based services.

Goal Status: Changed. The Area Agency on Aging (AAA) revised goal #3 to establish better alignment with the AAA mission. It was changed to: Optimize adults with disabilities and older adults' capacity to maintain their independent living status. Develop the infrastructure to support both program and the core role of the AAA, information and access. Nonetheless, the rationale for goal #2 remains, "to improve access to home and community-based services through coordination, collaboration, and integration of services across functional and jurisdictional boundaries." Progress in meeting goal #3 is reflected by the status of its objectives, discussed below.

- 3.1 Re-designate and redesign Focal Points into Aging Resource Centers as community-based points of entry for information and referral to the full range of care services and resources; this involves establishing referral agreements with local agencies and protocols to assist elders and their representatives in the most efficient and least cumbersome manner possible; partners include senior centers, case management and other community-based providers (LTCSP, 2003-06).

Status: Deleted

The Area Agency on Aging (AAA) is the non-funded Focal Point for Planning Service Area 19, administered by the California Department of Aging and the Older Americans Act. The Care Connection website, Information and Assistance, Info-Line 211, Service/Senior Centers, contracted providers, and 44 established Focal Points are affiliated with AAA's collaborative mission of information and assistance collaboration. The AAA has neither the authority nor capacity to assert administrative oversight of a unified referral process to the matrix of aging services throughout the county. This objective was designated a Title IIIB funded program development (PD) activity in the 2005-09 Area Plan.

- 3.2 Develop a comprehensive service delivery model to enhance the coordinated delivery of long term care services, including an integrated case management component, and prepare an action plan to begin its implementation on a countywide basis; partners include In-Home Supportive Services, Department of Mental Health, and Multipurpose Senior Service Programs. (LTCSP, 2003-06).

Status: Deleted

The model described in this objective requires the capacity to operationally coordinate service system that are administered under different public sector departments, which has not been established. This objective was designated a Title IIIB funded program development (PD) activity in the 2005-09 Area Plan.

- 3.3 Coordinate service access and delivery to older adults with disabilities, their families, and other caregivers through development of service referrals protocols; partners include Adult Protective Services, In-Home Supportive Services, and Public Authority. (LTCSP, 2003-06).

Status: Deleted

No agreement or partnership has been established to support the activity. This objective was designated a Title IIIB funded coordination (C) activity in the 2005-09 Area Plan.

- 3.4 Develop and implement a complete re-design of the Integrated Care Management Program in order to improve service delivery and quality, by retaining a consultant and employee knowledgeable and experienced with the Linkages and Care Management/Case Management Program; includes analysis and solutions of SPA-specific service delivery gaps.

Status: Changed

The objective was modified for specificity and clarification. The objective was changed to: (a) Nature of the action: Revise and implement the Integrated Care Management Program (ICMP) without Adult Protective

Services (APS) funding; (b) How the action will be accomplished: Develop functional assessment, care plan, and care management frameworks, matching policies and procedures, and process outcome measurements, based on APS Quality Assurance and Partners in Care evaluations of ICMP in contrast with Linkages manual; (c) Anticipated outcome: Improved and standardized program operations / administration and establishment of qualitative and quantitative program indicators; (d) Measurement of outcome: Standard Operating Procedures in concert with Linkages program, confirmed training and review with providers, reports reflecting process outcomes, measurement and utilization management. The start date of the revised objective was 07/01/2006 and is scheduled for completion by 08/30/2007. This objective was designated a Title IIIB funded program development (PD) activity in the 2005-09 Area Plan.

- 3.5 Develop and implement a pilot in the County's unincorporated area to provide volunteer escorts to medical or other necessary trips for seniors and disabled adults; partners include Department of Public Works (DPW) and the Beverly Foundation.

Status: Deleted

No partnership with DPW and the Beverly Foundation has been established to support this project. This objective was designated a Title IIIB funded program development (PD) activity in the 2005-09 Area Plan.

- 3.6 Expand the Books with Meals Program in partnership with the County Library to increase services and social contacts for the Home-Delivered Meals Program participants.

Status: Deleted

Nutrition program staffing cannot support carrying-out this non-mandated project. This objective was not designated a Title IIIB program development or coordination activity (PD or C) in the 2005-09 Area Plan, nor another type of main area. Given the decision to delete, subsequent designation in the 2006 Area Plan Update was not established.

- 3.7 Work with public and private housing agencies to develop a rent-to-prevent-eviction program that specifically targets at-risk adults and adults with disabilities; partners include Los Angeles Homeless Service Authority, and Los Angeles City Department on Aging (LTCSP, 2003-06).

Status: Deleted

No partnership with the organizations cited in regard to this project or infrastructure to support carrying it out were established. This objective was designated a Title IIIB funded program development (PD) activity in the Area Plan.

- 3.8 Pilot the marketing of the AAA's Community Connection Web Site on long-term care services in the cities with an age 60+ population of 20% + (per census 2000); evaluation analysis will result in web site improvements.

Status: Changed

The objective was modified in order to target the objective goal concretely and measure process and outcome. The objective was changed to: (a) Nature of the action: Continuously improve the Area Agency on Aging's Community Connection website; (b) How the action will be accomplished: Add survey questions to website, capture consumer input on its ease of use, gaps, areas in need of improvement, thoroughness of information, trends, and modify the website accordingly; (c) Anticipated outcome: Improved information and access website for older adults, caregivers, and adults with disability in Los Angeles county; (d) Measurement of outcome: 80% decrease from baseline in consumer feedback on trended opportunities for improvement. The modified objective began on 07/01/2006 and is scheduled for completion by 06/30/2009. This objective was designated a Title IIIB funded program development (PD) activity in the Area Plan.

- 3.9 Coordinate with the Community Development Commission (CDC), City of Los Angeles Housing Department, and other partners to expand the Community Connections Web Site to include direct links to housing resources including sources of financial assistance to meet the needs of low and moderate-income individuals.

Status: Deleted

3.8 was blended into 3.9 as an Information and Assistance activity, giving clarification of the targeted goal. The timeline is the same as it is in objective 3.8, i.e., 07/01/2006 to 06/30/2009. This objective was designated a Title IIIB funded coordination (C) activity in the 2005-09 Area Plan; however, it became program development activity through the merger with objective 3.9.

- 3.10 Work with the Community Development Commission to increase availability of Section 8 Housing Vouchers for seniors in the County's unincorporated areas; explore the availability of vouchers for assisted living settings.

Status: Deleted

The Area Agency on Aging does not have an agreement with the Community Development Commission on this objective. This objective was designated a Title IIIB program development (PD) activity in the 2005-09 Area Plan.

- 3.11 Foster a linkage between Adult Protective Services (APS) and the Integrated Care Management Programs (ICMP) by establishing a staff advisory committee consisting of front-line staff and supervisors and

convening at least quarterly meetings to discuss policy and programmatic issues for the improvement of services.

Status: Deleted

APS funding for ICMP has been eliminated in order to support APS staffing mandates. ICMP will continue to serve as a referral option for APS going forward. This objective was designated a Title IIIB funded program development (PD) activity in the Area Plan.

- 3.12 Convene a Collaborative Retreat with the leadership of the AAA's Advisory Council to foster a mutually beneficial relationship to move the AAA's leadership initiatives forward.

Status: Deleted

Upon review, the objective was a restatement of the relationship between the Area Agency on Aging and the Advisory Council. The restatement in the form of an objective was determined duplicitous. This objective was not designated a Title IIIB program development or coordination activity (PD or C) in the 2005-09 Area Plan, nor another type of main area. Given the decision to delete, subsequent designation in the 2006 Area Plan Update was not established.

TRANSMITTAL LETTER**LOS ANGELES COUNTY****PSA Number: 19**☒ FY 05-06 ☐ FY 06-07 ☐ FY 07-08 ☐ FY 08-09

This Year-End Report provides a retrospective account of progress made toward specified goals during the above checked fiscal year. It provides a performance report for the community and CDA. It reaffirms the important role of AAAs as the advocate, planner, and administrator of programs that strive to address the care needs of older and disabled adults and their families and caregivers in their local Planning and Service Area.

We the undersigned recognize the responsibility within each community to establish systems in order to address the care needs of older individuals and their families and caregivers in this Planning and Service Area. By signing below, we confirm that we have had the opportunity to participate in the planning process and to review and comment on this Year-End Report.

1. (Signed) _____
Supervisor Michael Antonovich
Chair, Governing Board

Date

2. (Signed) _____
Pete McGrath, President
Area Agency on Aging Advisory Council

Date

3. (Signed) _____
Cynthia D. Banks, Director
Dept. Community & Senior Services, Area Agency on Aging

Date
